PRISM Provider Enrollment Changes coming in Summer 2020

Q: Why are changes being made to the Provider Enrollment component of PRISM in Summer 2020?

A: Transitioning to a new Medicaid information system is a multi-phased effort. The Provider Enrollment component of the PRISM system went live in July 2016.

This initial phase eliminated the paper application process by allowing providers to enroll online and make online record modifications. The next phase coming in Summer 2020 will include updates to the enrollment steps and changes to satisfy federal mandates. Additional changes are coming in early 2022 to align with the core PRISM components going live that year.

Q: How significant are the changes coming in Summer 2020 to the Provider Enrollment component of the PRISM system?

A: The overall look and feel of the system will be the same as it is today. Some of the changes are minor while others are more significant. Once the changes go live there will be eLearning training modules available on the PRISM website, https://medicaid.utah.gov/prism-provider-training. These training modules won't be available until the new system changes are live in Summer 2020. A sample of the more significant changes include the following:

- initial log-in process

- re-enrollment process

- enrollment steps updated and additional enrollment types from which to choose

- auto generated notices to providers when it's time to complete the revalidation (recredential) process and when provider licenses are expiring

Q: How will I know what is changing with Provider Enrollment in Summer 2020?

A: There are a few ways to learn about the changes coming in Summer 2020.
(1) As the Summer 2020 date approaches, the PRISM website, https://medicaid.utah.gov/prism, will have information regarding the upcoming changes
(2) The quarterly Medicaid Information Bulletin (MIB) will have articles related to the changes
(3) Annual Provider Training in 2019 will include information about the changes
(4) Once the changes go live, there will be eLearning Training modules on the PRISM website, https://medicaid.utah.gov/prism-provider-training

Q: Will there be training for providers explaining the changes coming in Summer 2020?

A: Yes, eLearning training modules will be made available on the PRISM website, https://medicaid.utah.gov/prism-provider-training. These modules will cover the PRISM changes and processes providers will need to complete in order to successfully enroll as Utah Medicaid providers

Q: Who do I contact if I have questions about the existing PRISM system?

A: If you have questions regarding your current provider enrollment record or using today's PRISM system, contact Provider Enrollment at (801) 538-6155, or toll-free 1-800-662-9651 (option 3 then 4) or by email: providerenroll@utah.gov

Reminder: Do not send protected health information (PHI) to this email address.

Q: Who do I contact if I have questions about the PRISM changes coming in Summer 2020?

A: If you have questions about the changes coming in Summer 2020 you can email your questions to prism@utah.gov

Reminder: Do not send protected health information (PHI) to this email address.

Q: When will I receive instructions on how to access PRISM after the Summer 2020 changes are in place?

A: A letter will be sent to providers giving instructions on how to access the updated PRISM system and what steps are needed to review and validate your enrollment information.

The letter will be mailed in Summer 2020 and sent to the "mailing" address we have in the existing PRISM system, which is the mailing address of your base location. This is the address we send information about enrollment approvals, re-credentialing, re-enrollment, and additional information as needed.

Providers who have not yet accessed the existing PRISM system may want to contact the Medicaid Provider Enrollment Team, using the contact information below, to get the needed instruction on how to access PRISM and ensure we have the correct mailing address.

Provider Enrollment contact information: (801) 538-6155, or toll-free 1-800-662-9651 (option 3 then 4) or email: providerenroll@utah.gov